NORS

RTITB ACCREDITED
SETTING THE STANDARD

NATIONAL OPERATOR REGISTRATION SCHEME USER'S GUIDE

V10.04.14

NORS

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SETTING THE STANDARD

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NORS

WHAT IS NORS?

The National Operator Registration Scheme (NORS) is the centralised validation, registration and certification scheme for all RTITB accredited training. Registration on NORS lasts for a period of 3 years from the date of test.

NORS began as a pilot scheme in 2003. Throughout the two-year pilot period various consultations were undertaken with RTITB accredited organisations. A number of changes were made to the original NORS scheme including lower prices, reduction in the registration period and the introduction of various registration options.

NORS became a standard feature of accreditation for all new RTITB accredited organisations in 2005. It became a standard feature for ALL RTITB accredited organisations on 3rd April 2006. All accredited organisations agree to register operator training via NORS as part of the accreditation criteria so remember, IF IT'S NOT NORS, IT'S NOT RTITB.

Operators are registered on NORS for 3 years from the date of test. Approximately 6 months prior to expiry all operators will be sent notification that their registration period is due to expire, therefore encouraging re-training/testing and in turn improving safety in workplace transport.

To re-register on NORS, refresher training/testing must have been successfully undertaken in the previous 3 year registration period, or at the end of the period of registration. The refresher training/testing must have been completed at an RTITB accredited organisation (see page 28 for further information on the renewal process).

WHY WAS NORS INTRODUCED?

NORS was introduced to:

- Eradicate counterfeit operator certificates issued by trainers not accredited by RTITB.
- Align with potential and forthcoming European and other international requirements, and to provide internationally recognised and transferable records of training and competence.
- Help meet the requirements of UK educational funding agencies and to improve the access of accredited training organisations and individuals to funded basic training.
- Reinforce adherence to training standards by only registering fully accredited training.
- Raise confidence in operator training, competence and qualifications, which in turn supports high quality training provided by accredited training organisations.
- Provide government agencies with assured and improved data and information.
- Provide centralised data and records in a standardised format.
- Provide operators with a straightforward means to obtain replacement certificates in the event of loss or damage to originals.

BENEFITS OF NORS?

Benefits for Operators

- NORS registration enables employers to easily verify the details of the training undertaken.
- NORS registration enables operators to obtain replacement certificates in the event of loss/damage to originals.
- NORS improves the possibility of access to funded training by meeting the requirements of UK educational funding authorities.

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BENEFITS OF NORS?

Benefits for the Training Organisation

- NORS raises confidence in operator training.
- NORS supports high quality training provided by training organisations.
- NORS helps prevent non-accredited organisations and instructors issuing counterfeit 'RTITB' certificates.
- NORS improves the possibility of access to funded training by meeting the requirements of UK educational funding authorities.
- NORS encourages repeat business via the registration renewal notification, which includes details of the operator's previous training organisation (providing they are still RTITB accredited).
- NORS reduces administrative burden by maintaining a secure online training database and producing certificates on behalf of the training organisation.

Benefits for Employers

- NORS enables employers to easily identify properly trained RTITB operators via the NORS registration number.
- NORS enables employers to easily obtain further information about training undertaken by a current or prospective employee.
- NORS supports employers in ensuring their operators remain safe operators via the registration renewal notification system.
- NORS reduces administrative burden by maintaining a secure online training database and producing certificates on behalf of the employer.

THE NORS OPTIONS

The scheme is built on a multi-option system that allows you and your clients to choose the method best suited to your needs. The options are as follows:

Option 1 – Validation, Registration, Certification and ID card - £9.95 + VAT

Option 2 – Validation, Registration and Certification - £7.75 + VAT

Option 3 – Validation, Registration and ID card - £7.75 + VAT

Option 4 – Validation and Registration - £5.20 + VAT

Manual photo upload - £4.30 + VAT

Application rejection fee - £10.50 +VAT

NORS applications must be submitted to the online application service (the extranet) as soon as possible after course completion (but no more than 3 months after the test date).

Certification bearing any reference to RTITB should not be issued until a NORS registration number has been issued. Issuing certification referring to RTITB in any way that has not been successfully registered on NORS could affect accreditation.

NORS payment terms are strictly 60 days and NORS access may be suspended in event of non payment.

If you submit up to five separate NORS applications for a single candidate on the same calendar date you will only be charged one registration fee for that candidate. Please check your NORS invoices carefully to ensure charges have been applied correctly, the invoice system is automated to identify this process but cannot take into account all eventualities. It is the responsibility of the accredited organisation to ensure NORS charges have been invoiced correctly and RTITB will not be held responsible for any errors of which we are not made aware.

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NORS TURNAROUND TIMES - 7 WORKING DAYS

RTITB receives in excess of 6000 NORS applications per month and we strive to turnaround all correct NORS applications within 7 working days.

Correct applications are those which contain all the required information and do not require any further clarification from the training organisation in order to process them (turn to page 18 to see the procedure for dealing with queried applications).

RTITB has a robust and efficient online registration system (the Extranet) which enables a much faster turnaround for applications made online (usually between 2-3 working days. See pages 7-15 for further information about making extranet applications).

The table below shows the average turnaround times for each month, as well as the percentage of applications turned around in that month within the working days target.

2012 - 2013	Average turnaround time across all options (in working days)	% of correct applications turned around within working day target
September 12	1.7	99.9%
October 12	1.7	99.6%
November 12	1.8	99.9%
December 12	2.2	100%
January 13	2.2	99.7%
February 13	2.3	99.8%
March 13	2.2	99.5%
April 13	2.1	99.5%
May 13	2.1	99.0%
June 13	2.1	99.6%
July 13	2.0	99.5%
August 13	2.1	99.0%

All certificates and/or ID cards are sent by 1st class post. You will have one month to inform the NORS team of a non delivery, anything over that and you will be charged for a duplicate.

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EXTRANET APPLICATIONS - The simplest and most efficient way to make a NORS application

Before attempting to make a NORS application, please ensure that you have your username and password to hand – you should have received these when your accreditation application was processed. If you do not know your username and password, they can be requested by the Senior Business Contact specified in your accreditation application by sending an email to nors_team@rtitb.co.uk.

Only authorised persons within the organisation should have access to NORS. Furthermore, NORS access is granted to allow you to upload and process data only on RTITB accredited training undertaken by your organisation. Under no circumstances should your NORS login be used to upload or otherwise process data on training and assessment not provided by your organisation; this includes processing data on behalf of other organisations, RTITB accredited or otherwise. RTITB reserves the right to carry out audits to ensure that NORS access is not being mis-used.

Please ensure that only authorised personnel within your organisation have access to NORS. All applications for and changes to user access (including staff leaving your organisation) to NORS should be made by the Senior Contact designated in your organisation's original accreditation application. If at any time you feel that your NORS access has been compromised please contact the NORS team immediately and they will change and re-issue login details.

A step-by-step guide to making an Extranet NORS application can be found on pages 7-15 of this guide. You will also receive a briefing on the system during your first accreditation visit. However, if you experience any difficulties please do not hesitate to contact the NORS team on 01952 520200 option 2 for further assistance.

Upon successful registration of operator details you will receive an email from the NORS team within 3 working days confirming the operator's name, registration number, the course they attended, and the registration expiry date. If you do not receive the confirmation email within 3 working days it means that the registration has been queried. In this instance an email seeking clarification will be sent to the NORS contact email address specified in your accreditation application.

When we receive an incorrect NORS application submitted through the extranet we'll contact you within 3 working days giving you details of why the application was rejected, and asking you to provide us with the correct information. We'll send you a reminder 7 working days later giving you another opportunity to contact us. If we have still not received the correct information enabling us to process the qualification a further 21 working days after the initial entry date, (over a calendar month from the date the application was submitted) we will reject the application without any further warning. Each application that we reject will carry a fee of **£10.50 plus VAT.**

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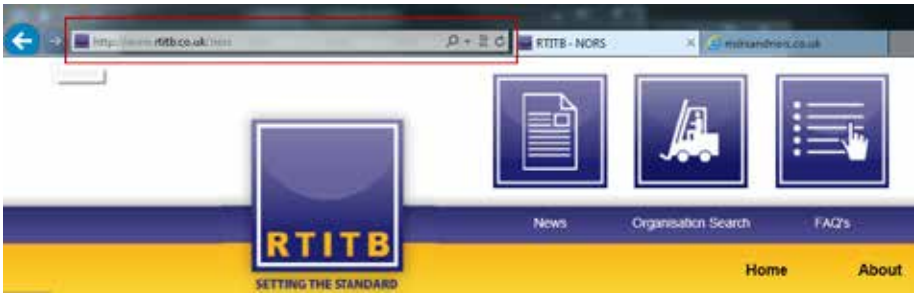
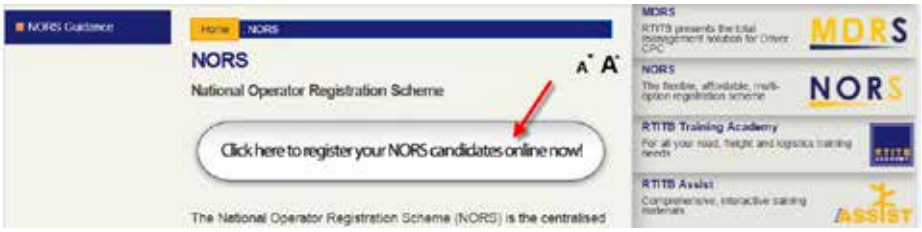
MAKING EXTRANET APPLICATIONS - A STEP BY STEP GUIDE

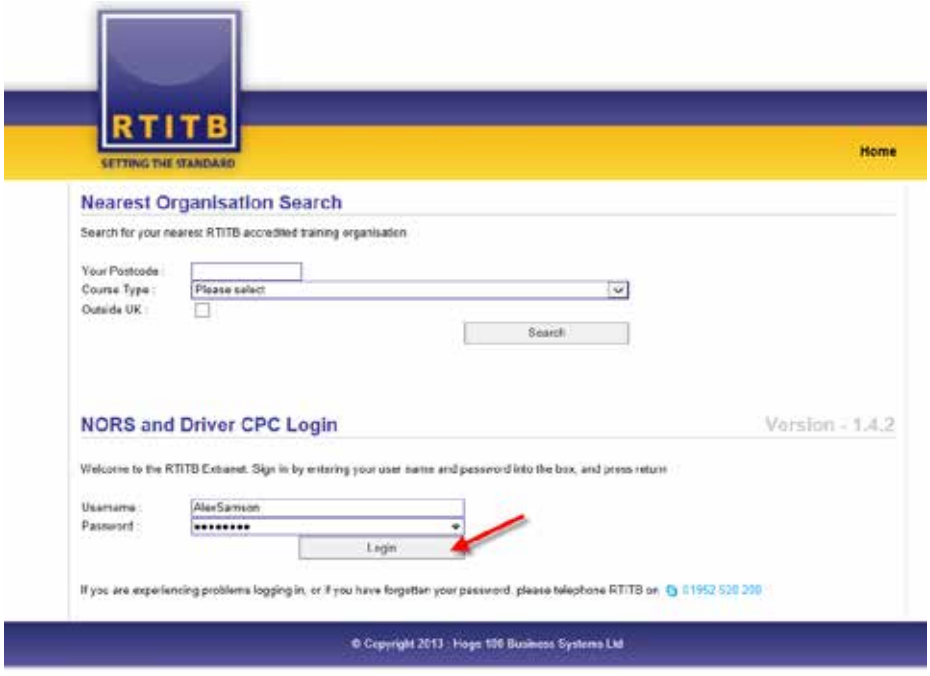
1. To process operator registration via the Extranet, open your Internet browser (NORS supports Microsoft Internet Explorer) and browse to **www.rtitb.co.uk/nors**.



2. Click on the button at the top of the screen to register candidates online.



3. The login screen is displayed. Enter your NORS username and password and click the Login button. **Note: usernames and passwords are case-sensitive, so ensure that you enter them exactly as they appear in the accreditation confirmation email sent by the accreditation team, or, in the case of a username and password reminder email, from the NORS team.**


RTITB
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Home
Nearest Organisation Search
Search for your nearest RTITB accredited training organisation
Your Postcode :
Course Type :
Please select
Outside UK :
Search
NORS and Driver CPC Login
Version - 1.4.2
Welcome to the RTITB Extranet. Sign in by entering your user name and password into the box, and press return
Username :
Alex Samson
Password :
Login
If you are experiencing problems logging in, or if you have forgotten your password, please telephone RTITB on
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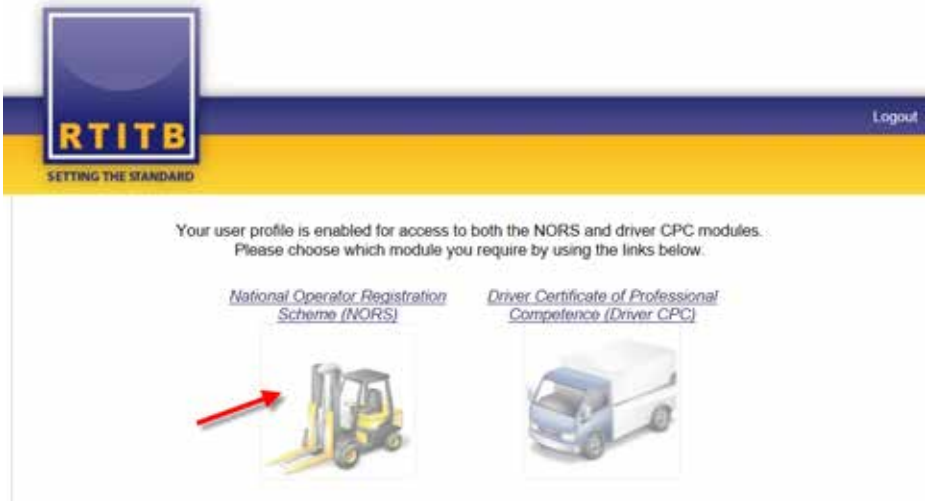
MAKING EXTRANET APPLICATIONS - A STEP BY STEP GUIDE

4. If your account is registered to use both NORS and MDRS you will need to select the NORS lift truck to access NORS.


RTITB
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Logout
Your user profile is enabled for access to both the NORS and driver CPC modules.
Please choose which module you require by using the links below.
National Operator Registration Scheme (NORS)
Driver Certificate of Professional Competence (Driver CPC)

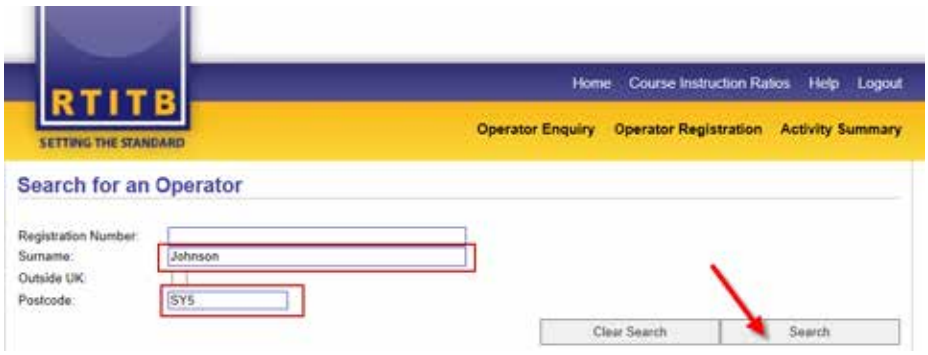
5. Once you have successfully logged in, click on the **Operator Registration** menu, found in the second row of links at the top of the screen.

6. Initially you will need to run a search for the operator's details in the database. Enter the operator's surname in the **Surname** field.

7. Enter the **first part** of operator's postcode in the **Postcode** field – for example SY10 or TF7.

8. If you are registering a new qualification for an existing operator, you can also enter their NORS number in the **Registration Number** field.

9. Click **Search.**



10. Operators matching the information provided are displayed. **Note: If the operator you are searching for is not displayed, but is an existing operator and should therefore have a record, ensure that you check previous addresses to avoid creating duplicate records for the operator.**

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11. If a record matching the information you entered is displayed this means that the operator is already present on the system. Click the **New Registration** link, found at the end of each operator's row, to add a new registration to the record.

If the words **No Search Results** are displayed, or if the results show a different operator to the one you wish to register, click on the **New Operator** button.

12. You are now presented with the New Registration Page.

If you are entering a new registration for an existing operator their details will pre-populate the fields on the page. **Please check this information carefully and amend any necessary fields – for example change of address or contact information**.

If you clicked on **New Operator** on the previous screen you will be asked to supply the operator's full name, address (a C/O address is acceptable), and date of birth for ID purposes. **Note: When entering the operator's date of birth please ensure you enter the full, 4-digit year and not the shortened 2-digit form – for example, 1981 not 81.**

[Tip: Type in the operator's postcode and click the Lookup button to choose the correct address and automatically populate the address fields.]

13. Select a registration option. Each registration option provides a different level of registration, as discussed on page 5 of this guide.

Options 1 and 3 will require a digital photograph of the operator to be included with the application. The photo must meet the following criteria:

- JPG format - there is no limit to the size of photograph uploaded as the system will resize it.
- Passport style and size (i.e., head and shoulders)
- Must not be enhanced in any way since it will appear on the operator's NORS identification card
- Ensure that the photograph meets with the requirements of the customer since a fee will be charged for reprinting the card

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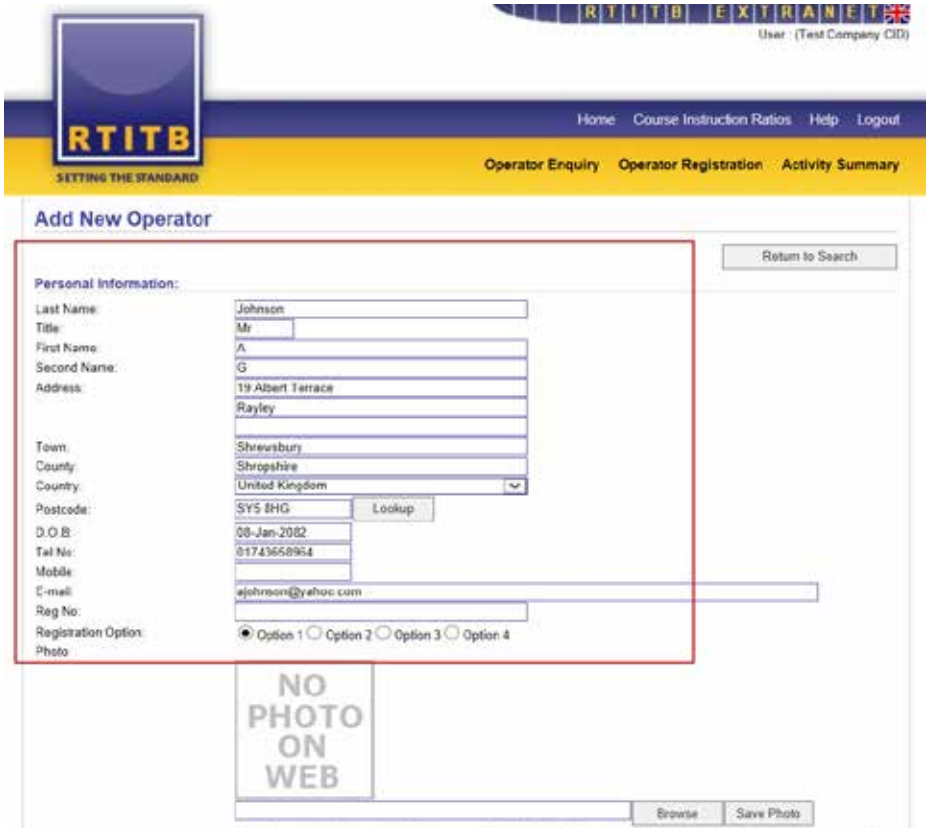

To add a photograph, click on the **Browse** button, navigate to and select the required photo for inclusion with the application. **Note: If you select options 1 or 3 and fail to attach a photograph of the operator you will receive a 'photo reminder' email. In this instance you will be required to email a photo to the NORS team (nors_team@rtitb.co.uk). You will be charged £4.30 for every photograph we have to manually upload.**

If you can only see options 1 and 2 on the screen it is because these were the only options selected in your organisation's accreditation application, in which case RTITB will produce certificates for your operators. If, however, you would like your organisation to supply its own certificates to registered operators you will need to amend your organisation's accreditation terms, in which case you will need to contact the Accreditation Team (accreditation_team@rtitb.co.uk). **Note: Certain parameters must be adhered to when producing your own certificates, please see p20-22 of this guide for full information on certificates.**

14. Employer details can be added if required. If an employer is already linked to an existing operator then these details will be displayed on the registration page. If you would like to add new employer information or change existing employer details, click the **Search for an Employer** button.

The Employer Search function allows you to search for an employer already linked to the NORS database. Alternatively, this facility can be used to add a new employer to the database.

15. Next, enter the details of the training given to the operator. **Note: the Training Organisation and RTITB Ref No. fields cannot be altered (unless you have multiple site accreditations and are logged in to the administration site, in which case you can specify where the training was conducted).**

[Tip: If you have already entered these course details for a previous operator during this session you will see the Copy Previous Details button. Click on this button to populate the fields automatically.]

[Tip: Course Instruction Ratio information is available at the top of the Training Details part of the form. Click on the link at the top of the screen to open the RTITB Training Duration Matrix. You will also find the matrix on p32-34 of this guide.]

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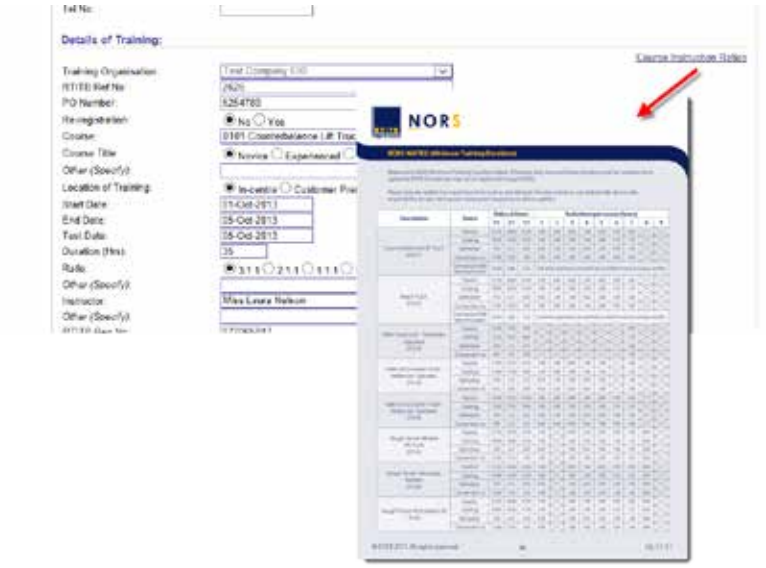

16. If your organisation uses PO Numbers enter the relevant PO number in the **PO Number** field.

17. Next, select whether the operator is re-registering or not. The **Re-registration** field defaults to **No.** If you are registering an operator on a machine type for which they have previously been registered with RTITB, ensure you set this field to **Yes**.

18. Open the **Course** drop-down menu. A list is displayed showing the truck types linked to your organisation's accreditation. Select the correct truck type by clicking on it. The page will refresh.

[Tip: Never use the mouse scroll wheel when the Course drop-down menu is selected because this will change your selection. Always double-check that the right truck type is selected before the Submit button is clicked. Errors can only be corrected by re-entering the application.]

19. Next select the course type. Click on the appropriate button. **Note: The system defaults to Novice, so always double-check that the correct option is selected.**

20. Select the location where the training took place. **Note: the location always defaults to in-centre, so always double-check the correct centre is selected before submitting the form.**

21. Enter the start date for the course in 6-digit format. For example 01.10.13.

22. Enter the end date for the course in 6-digit format. For example 05.10.13.

23. Enter the test date in 6-digit format. For example 05.10.13.

24. Enter the course duration in hours. **Note: This is a numerical field. Please only enter digits, for example 37.5 not 37.5hrs.**

25. Select the course ratio. By default this is set to 3:1. Ensure that you select the correct course ratio before submitting the form. As discussed previously, information on course ratios can be accessed by clicking on the blue link at the top of the Training Details section of the form, or on p32-34 of this guide.

26. Click on the **Instructor** drop-down menu and select the relevant instructor. The menu will show all registered instructors linked to your accreditation. When a selection is made the instructor's RTITB registration number will automatically be inserted. **Note: If the required instructor is not listed in the menu, insert the name of the instructor in the Other (specify) field provided above the Instructor drop-down menu. To add an additional instructor to your accreditation please contact the Accreditation Team.**

[Tip: As before, when selecting from drop-down menus do not use your mouse scroll wheel as this will change your selection.]

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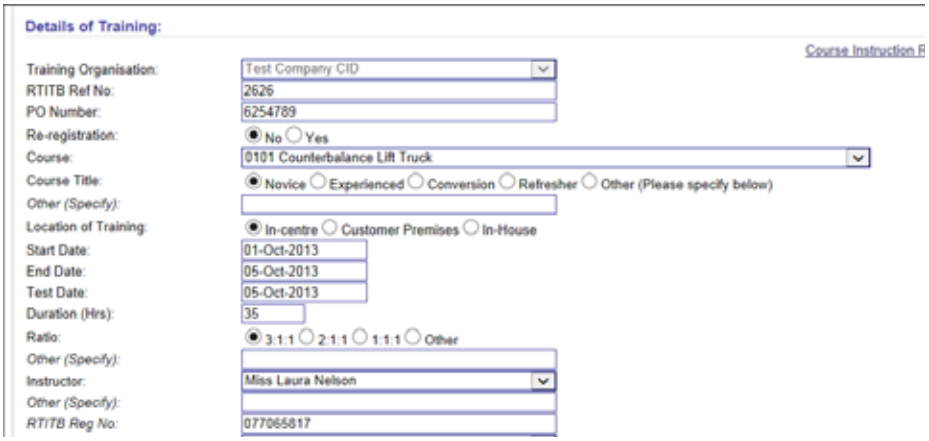
27. Open the **Tested By** drop-down menu. You will see a list of instructors linked to your accreditation. Select the required instructor. When a selection is made the instructor's RTITB registration number will automatically be inserted. **Note: If the required instructor is not listed in the menu, insert the name of the instructor in the Other (specify) field provided below the Tested By drop-down menu. To add an additional instructor to your accreditation please contact the Accreditation Team.**

[Tip: As before, when selecting from drop-down menus do not use your mouse scroll wheel as this will change your selection.]



28. The next section of the form details the Machine and Test. Your course selection will determine which items appear in this section – please see p36 for a list of mandatory items required for each machine type. Begin by opening the **Control** drop-down menu and clicking on a control type.

29. Select a level, i.e., **Operator** or **Instructor**. The system defaults to Operator. This field should only be changed when registering the test conducted on the first day of an RTITB instructor course (please contact the NORS team for more information).

30. Enter the make and model of the truck on which the operator was trained and tested. This is a free-type box, so whatever is typed here will appear on the certificate produced by RTITB and it will not be amended.

31. Using the drop-down menus provided, select any attachments used during training and assessment. You can choose a maximum of 3 attachments.

32. Open the **Energy Source** drop-down menu and select the truck's energy source.

33. Open the **Rated Capacity** drop-down menu to set the truck's capacity.

34. Open the next drop-down menu and set the truck's **Load Centre**.

35. Open the **SWL** and **Radius** drop-down menus and select the relevant truck specifications.

36. Open the **Height** drop-down menu and select the relevant figure.

37. In the text box provided, enter the operator's Associated Knowledge score. **Note: This is a numerical field. Do not enter a % sign.**

38. Use the buttons supplied to state whether the operator passed on their first attempt at the Associated Knowledge test. **Note: This selection defaults to Yes. Ensure you make the right selection.**

39. If re-tests were required, please record how many re-tests were required, and how many days' remedial training were required in the boxes provided. **Note: If none were required please enter '0'.**

40. Next, record details of the Practical test. Begin by entering the number of **Penalties** the operator incurred in the box provided. **Note: If no penalties were incurred please enter '0'.**

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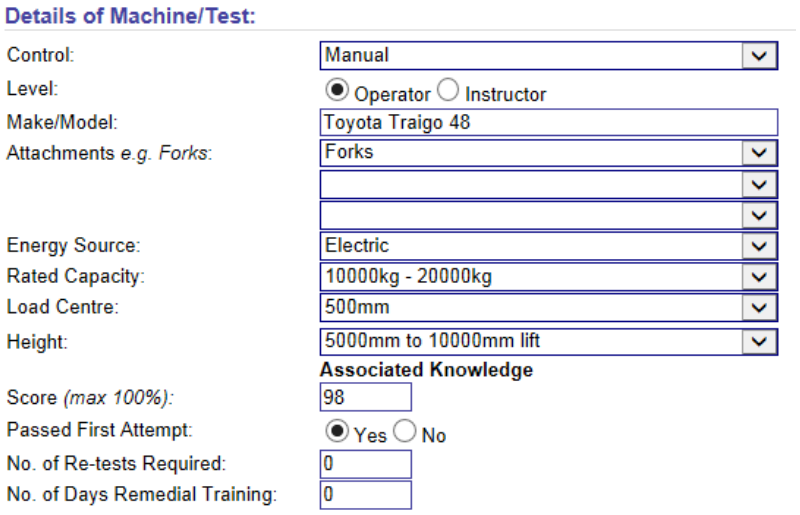
41. Use the buttons supplied to state whether the operator passed on their first attempt at the Practical test. **Note: This selection defaults to Yes. Ensure you make the right selection.**

42. If re-tests were required, please record how many re-tests were required, and how many days' remedial training were required in the boxes provided. **Note: If none were required please enter '0'.**



43. Please record whether the operator passed the Pre-use Check test. **Note: This selection defaults to Yes. Ensure you make the right selection.**

44. Use the buttons supplied to state whether the operator passed on their first attempt at the Pre-use Check test. **Note: This selection defaults to Yes. Ensure you make the right selection.**

45. If re-tests were required, please record how many re-tests were required, and how many days' remedial training were required in the boxes provided. **Note: If none were required please enter '0'.**

46. The next part of the form allows you to record whether a 'restricted certificate' is required for this operator. Tick the check-boxes associated with any areas of basic training that were not covered. **Note: Information on restricted certification can be found on p20.**

47. Finally, use the **Additional Comments** box to advise the NORS Team of anything unusual about your application, for example:

- The course was not run on consecutive days
- If the instructor trained 3 operators on a morning shift and 3 operators on an evening shift, please provide us with the times of the training sessions
- If the test involved more than one instructor, please provide a breakdown of the dates on which each instructor delivered training
- If you delivered familiarisation training but have put the course through as a conversion

48. Review your application and then click the **Submit Application** button.

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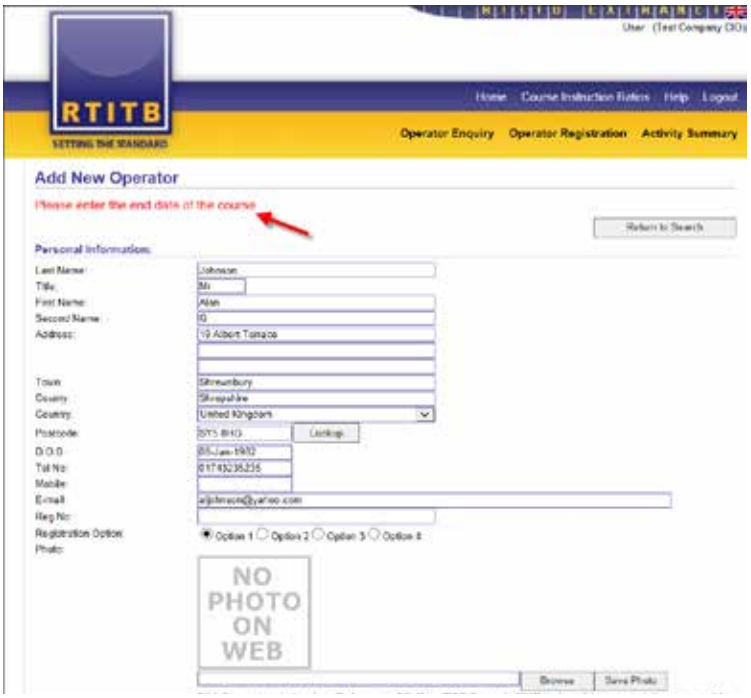
49. If any sections have not been filled in correctly the form will not submit. Red text detailing any errors or omissions is displayed on the screen. Once all corrections have been made click the **Submit Application** button again.



Please note:

Changes to your application can only be made free of charge if you contact us within 48 working hours of submission. If you wish to change any details on the application after 48 working hours you will be charged the full amount again, depending on the option originally selected.

If you wish to change the registration option after 48 working hours you will be charged at the highest rate – for example if you selected Option 1 and then wished to change to Option 4 after 48 hours you would be charged at the Option 1 rate.

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PAPER APPLICATIONS

We only accept paper applications for NORS grandfather rights and NORS CPD applications. All standard NORS applications should be made via the Extranet.

The Extranet will only accept applications up to 3 months after the test date, please ensure applications are submitted in good time. All paper applications received that are under 3 months old will be returned immediately.

If in an exceptional circumstance you have missed the 3 month deadline you may submit a paper application for processing and a £5 surcharge will be applied (per application processed). There is no concession available for multiple paper applications. Paper applications should be submitted by email or post.

A blank NORS form can be found on page **17**.

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Complete and return to:
RTITB
Access House
Halesfield 17
Telford
TF7 4PW

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NORS

Complete and return to:
NORS_team@rtitb.co.uk

Type of registration required (Please check applicable box):

Option 1 ☐ Option 2 ☐ Option 3 ☐ Option 4 ☐

Personal Information Title: Re-Registration: ☐

Last Name: First Name(s):

Address:

Town:

County: Country:

Post Code: D.O.B: / / Telephone:

Mobile: NORS Reg Number:

Email:

I apply to be registered on the NORS for a period of 3 years. I agree to my registration details being disclosed to present and prospective employers for legal reasons, and to enable RTITB to remind me when renewal is due.

Employer Information (optional)

Employer:

Contact:

Address:

Town: Post Code:

County:

Telephone:

Details of training (Please check applicable box)

Training organisation: RTITB ref no:

Machine type:

Course title: Novice ☐ Experienced ☐ Conversion ☐ Refresher ☐ Instructor ☐ Other

Location of training: In-Centre ☐ Customer premises ☐ In-House ☐

Training dates: Start date: / / End date: / / Test date: / / Total duration (hrs):

Dates if not consecutive:

Ratio: 3:1:1 ☐ 2:1:1 ☐ 1:1:1 ☐ Other:

List all instructors: RTITB reg no:

(if more than one used): RTITB reg no:

Tested by: RTITB reg no:

Other relevant information:

Details of machine/test

Control: Pedestrian controlled ☐ Rider Operated ☐ Manual ☐ Level: Instructor ☐ Operator ☐

Make & Model: Attachments (e.g. fork):

Energy source: Electric ☐ LPG ☐ CNG ☐ Diesel ☐ Gasoline ☐ Other

Machine detail: Rated capacity: Load centre: SWL: Radius: Height:

Associated knowledge score | Passed at 1st attempt Y N | No. of re-tests required | No. of days remedial TRG required

Practical test penalties | Passed at 1st attempt Y N | No. of re-tests required | No. of days remedial TRG required

Pre-use check test: Pass ☐ Fail ☐ | Passed at 1st attempt Y N | No. of re-tests required | No. of days remedial TRG required

Restricted certification (Please check those elements **NOT** covered during training)

1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10 ☐

RTITB would like to keep customers informed of their products and services by email and post and/or telephone. Please write to RTITB at the address above if you specifically do not want to receive this information. RTITB will not pass your email address to third parties for marketing purposes, but may from time to time make your name, postal address, and/or telephone number available to carefully screened companies whose products we believe may be of interest to you. However, if you specifically do not want your details passed to third parties please tick here. ☐

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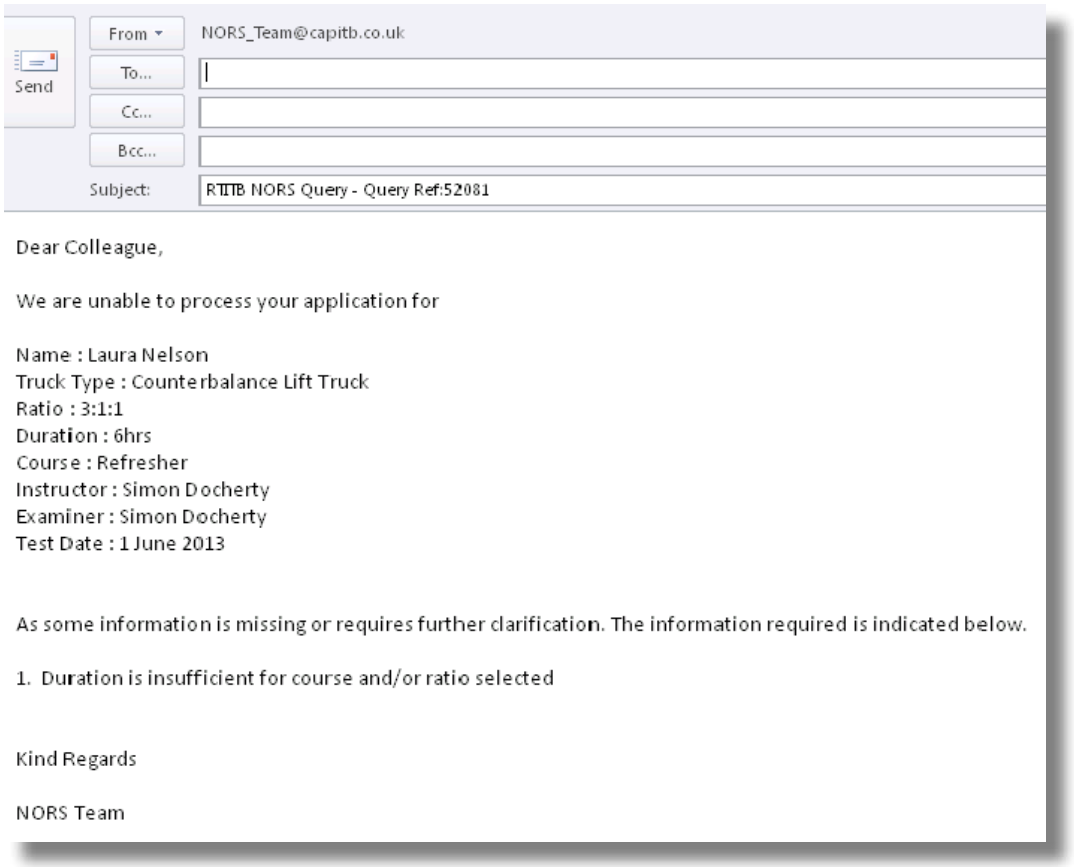
THE QUERY PROCESS

Around 13% of all NORS applications received by us have a problem which needs to be resolved by contacting the accredited organisation.

If an application you make has a query, you will be contacted via email. The email will detail all queries apparent with the application and will include a query reference number which will need to be quoted on all correspondence relating to the application. This query reference number can be found in the subject line of the email. We regret that we cannot contact you by telephone about queries due to the sheer volume of applications received with problems.



From NORS_Team@capitb.co.uk
Send
To...
Cc...
Bcc...
Subject: RTITB NORS Query - Query Ref:52081

Dear Colleague,

We are unable to process your application for

Name : Laura Nelson
Truck Type : Counterbalance Lift Truck
Ratio : 3:1:1
Duration : 6hrs
Course : Refresher
Instructor : Simon Docherty
Examiner : Simon Docherty
Test Date : 1 June 2013

As some information is missing or requires further clarification. The information required is indicated below.

1. Duration is insufficient for course and/or ratio selected

Kind Regards

NORS Team

If we do not receive a response from you within 1 calendar month we will contact you again by email with details of the query and request a response. If a response is not received after a further calendar month, the application will be rejected and no charge will be applied for the application. If this situation should occur, we will notify you by email of the application rejection. **It is important that candidates are made aware that they have not received RTITB accredited training and that any certification issued bears no reference to RTITB.**

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ID CARDS, CERTIFICATION & RESTRICTED CERTIFICATION

An example of the ID cards issued by RTITB can be seen on page 20. The ID card will hold up to 5 qualifications, if an operator holds more than 5 qualifications they will receive an additional ID card(s).

An example certificate can be seen on page 20. The top left of our certificates have space for your organisation's logo. If you would like to have your certificates produced by RTITB bearing your logo, please email your logo in jpeg format to NORS_team@rtitb.co.uk. Please note, we are unable to accept logo submissions in any other format. Logos should be supplied to fit a 4cm x 4cm square and the file size should be no larger than 500kb.

If you choose to use option 3 or 4 you will need to produce your own certificates, ensuring you include all the items detailed on the certificate checklist (see page 21). Your sample certificate will be checked as part of the accreditation process. If you wish to use the RTITB logo on your certificates please contact our Accreditation Team by email at accreditation_team@rtitb.co.uk and request a logo agreement.

Restricted Certification

Restrictions must be used when an operator has had no practical or theoretical instruction in specific elements of the standard Basic Operator's course.

The list below advises of the topics available for restriction, for details of minimum training durations for restricted courses, please see pages 33-35.

Number	Restricted Certificate Topic
1	Operator has not received any instruction with regard to loading or unloading a vehicle
2	Operator has not received any instruction in the use of industrial racking systems
3	Operator has not received any instruction in the use of free standing stacks
4	Operator has not received any instruction in the use of bulk stacking
5	Operator has not received any instruction to enable them to carry out stacking or de-stacking at eye level
6	Operator has not received any instruction to enable them to carry out stacking or de-stacking at high level
7	Operator has not received any instruction to enable them to operate the machines on inclines
8	Where Rough Terrain Machines are used for operator training, operator has not received any instruction to enable them to operate the machine on rough terrain.
9	Operator has not received any instruction in the refuelling /replenishment of a vehicle (LPG,CNG, Diesel)
10	Operator has not received any instruction in the care and maintenance of motive power sources (Electric trucks)

If you require restrictions 9 and 10, or specific restrictions that are not listed above please contact the standards team on 01952 520215 **in advance of running the training course** who will be able to advise you on minimum training durations as they are currently not listed within the matrix.

Where option 1 or 2 is selected as your choice of registration and you have indicated that there are restrictions in place, RTITB will issue a restricted certificate.

The certificate will be clearly annotated with the relevant element number that was not covered during basic training. The element numbers are posted on our website (www.rtitb.co.uk/nors) on the NORS downloads page under Restricted Certification so that employers can verify exactly what instruction an operator has not received.

Where option 3 or 4 is selected as your choice of registration and you have indicated that there are restrictions in place, it is imperative that, when issuing your own RTITB Accredited certificate, you ensure the restriction numbers as listed in this document are used on the certificate itself. When detailing restrictions within your records of training, it is also important that you use the titles as listed in this document.

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ID CARDS, CERTIFICATION & RESTRICTED CERTIFICATION

Example RTITB ID Card

Example RTITB Certificate

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CERTIFICATE CHECKLIST (For those organisations using option 3 and 4)

Please ensure that all 22 headings on your Certificate of Training match the ones below:

1. An RTITB Accredited Training Organisation
2. Certificate of Training
3. has completed ..... hours of .....training
4. and has passed Operating Skills tests Approved by RTITB
5. provided by .....
6. Type
7. Make/Model
8. Control
9. Energy Source
10. Rated Capacity/Height
11. Attachments
12. Date of Tests
13. Name of Instructor
14. RTITB Reg No.
15. Name of Examiner
16. RTITB Reg No.
17. Operator Reg No.
18. Operator Reg Expiry Date
19. Certificate No.
20. And whose name has been entered on the RTITB NORS database
21. This certificate complies with the requirements of RTITB Accreditation
22. To verify this certificate or for further information, please telephone 01952 520200 (Option 2) or e-mail nors_team@rtitb.co.uk

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REGISTRATION OF OPERATOR QUALIFICATIONS FOR INSTRUCTORS

In order to use RTITB Registered Instructors for RTITB accredited training they will need to have registered their operating qualifications with us on NORS.

This is a very simple process with two options for registration:

- Registration & ID Card - £11.65 + VAT
- Registration Only - £5.20 + VAT

The above prices cover one application and this application can include as many machine types as the Instructor holds.

Simply complete the form on page 24 and email/post to RTITB at the addresses below **along with copies (not originals) of your operating certificates**. These will need to be verified as true copies by a colleague who will need to complete a section of the form. Please ensure you include a passport sized photograph if you have selected ID card. Payment must be included with these applications unless the fee is being invoiced to an existing RTITB account holder.

The postal address for applications is:

The NORS Team
RTITB
Access House
Halesfield 17
Telford
TF7 4PW

The email address for applications is:
nors_team@rtitb.co.uk

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Complete and return to:
RTITB
Access House
Halesfield 17
Telford
TF7 4PW

RTITB ACCREDITED
SETTING THE STANDARD
NORS

Complete and return to:
NORS_team@rtitb.co.uk

NORS application - For registration of instructor's operating qualifications only.

Type of registration required: Registration & ID Card £11.65 + VAT ☐ Registration only £5.20 +VAT ☐

Personal Information

Title:

Last Name: First Name(s):

Address:

Town:

County: Country:

Post Code: D.O.B: / / Telephone:

Mobile: RTITB Reg Number:

Email:

I enclose copies of certificates of basic training for the following machine types

I can confirm that i have seen the original certificates as listed above and confirm that the enclosed are true copies. I understand that making a false declaration could result in the removal of RTITB registration and/or accreditation and notification to the Accrediting Bodies Association.

Name: Signature:

Relationship to applicant: Date:

I Enclose

☐ Payment as detailed below (applications must include a valid form of payment)

☐ 1 passport style and size photograph

☐ **Copies** of original certification

Payment Information

☐ I enclose a cheque made payable to RTITB ☐ Invoice to RTITB account no.

☐ I enclose a postal order made payable to RTITB

☐ I wish to pay by credit/debit card (please write a contact telephone number for us to contact you on to take payment or visit www.rtitb.co.uk/assist and click "other products" then select NORS application to register instructors operator qualifications)

Complete and return to: RTITB, Access House, Halesfield 17, Telford, TF7 4PW

RTITB would like to keep customers informed of their products and services by email and post and/or telephone. Please write to RTITB at the address above if you specifically do not want to receive this information. RTITB will not pass your email address to third parties for marketing purposes, but may from time to time make your name, postal address, and/or telephone number available to carefully screened companies whose products we believe may be of interest to you. However, if you specifically do not want your details passed to third parties please tick here. ☐

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Complete and return to:
RTITB
Access House
Halesfield 17
Telford
TF7 4PW

Complete and return to:
NORS_team@rtitb.co.uk

NORS application - For registration of instructor's operating qualifications only.

Type of registration required: Registration & ID Card £11.65 + VAT [X] Registration only £5.20 +VAT [ ]

Personal Information

Title: Mr

Last Name: Jones First Name(s): Billy Adam

Address: 1 The Street

Town: Happyville

County: Somewhere Country: UK

Post Code: HP1 1HP D.O.B: 28 / 01 / 1981 Telephone: 01234 123456

Mobile: 01234 123456 RTITB Reg Number:

Email: someone@somewhere.co.uk

I enclose copies of certificates of basic training for the following machine types

Counterbalance	Pivot Steer
Reach	Multi directional lift truck
MEWP Telescopic	
Pedestrian pallet truck – low level	
Rough terrain telescopic	
Rough terrain masted	
Pedestrian pallet truck – high level	
Sideloader	

I can confirm that i have seen the original certificates as listed above and confirm that the enclosed are true copies. I understand that making a false declaration could result in the removal of RTITB registration and/or accreditation and notification to the Accrediting Bodies Association.

Name: Mrs A Smith Signature: A Smith

Relationship to applicant: Manager Date: 01.04.2013

I Enclose

- [ ] Payment as detailed below (applications must include a valid form of payment)
- [ ] 1 passport style and size photograph
- [ ] **Copies** of original certification

Payment Information

- [ ] I enclose a cheque made payable to RTITB
- [X] Invoice to RTITB account no. RTI001
- [ ] I enclose a postal order made payable to RTITB
- [ ] I wish to pay by credit/debit card (please write a contact telephone number for us to contact you on to take payment or visit www.rtitb.co.uk/assist and click "other products" then select NORS application to register instructors operator qualifications)

Complete and return to: RTITB, Access House, Halesfield 17, Telford, TF7 4PW

RTITB would like to keep customers informed of their products and services by email and post and/or telephone. Please write to RTITB at the address above if you specifically do not want to receive this information. RTITB will not pass your email address to third parties for marketing purposes, but may from time to time make your name, postal address, and/or telephone number available to carefully screened companies whose products we believe may be of interest to you. However, if you specifically do not want your details passed to third parties please tick here. [ ]

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ADDING/REMOVING INSTRUCTORS TO/FROM YOUR ACCREDITATION

NORS verifies information about RTITB Registered Instructors prior to processing applications. Your current accreditation will be examined to ensure that the selected instructor has undertaken all necessary training and is listed on your central accreditation record with RTITB. It is therefore important that you update RTITB with any instructor changes. You can do this by completing the form on page 26 and returning it to the Accreditation team by email/post using the addresses below:

The postal address for applications is:

The Accreditation Team
RTITB
Access House
Halesfield 17
Telford
TF7 4PW

The email address for applications is:
accreditation_team@rtitb.co.uk

To avoid unnecessary delay in us processing your requests, please ensure that the instructor is currently RTITB registered and has their current operating qualifications registered on NORS.

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Complete and return to:
RTITB
Access House
Halesfield 17
Telford
TF7 4PW

Complete and return to:
accreditation_team@rtitb.co.uk

Details of Training Organisation

Training Organisation: | Organisation Ref No:

Address:

Town:

County: | Country:

Post Code: | Telephone: | Fax:

Mobile: | Contact name:

Email:

Please **add** the following recognised instructors to our accreditation:

Name of instructor:	RTITB Instructor Reg No:

Please **delete** the following recognised instructors from our accreditation:

Name of instructor:	RTITB Instructor Reg No:

Declaration

Name of person responsible for declaration as above:

Position of person:

Date:

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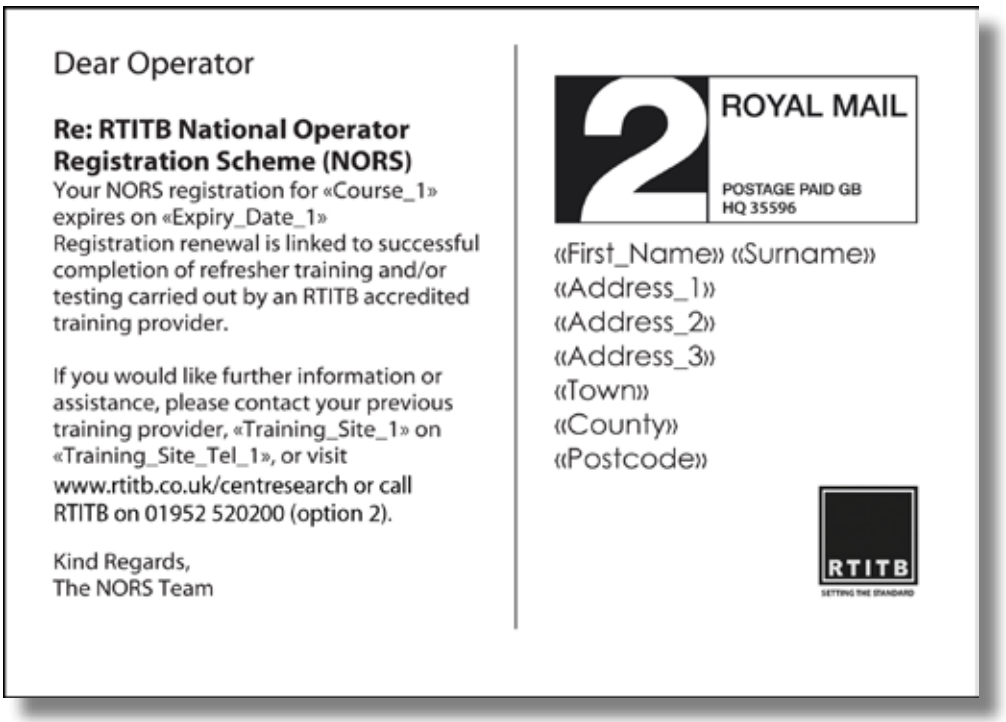
RENEWAL OF OPERATOR QUALIFICATIONS

Registration on NORS is for a period of 3 years from the date of test.

Approximately 6 months before an operator's registration is due to expire we will notify the operator by post and will provide contact details for the organisation who originally trained them (provided they have remained RTITB accredited). If the organisation is no longer accredited, the operator will be directed to the organisation search on the RTITB website.



Dear Operator

Re: RTITB National Operator Registration Scheme (NORS)
Your NORS registration for «Course_1» expires on «Expiry_Date_1»
Registration renewal is linked to successful completion of refresher training and/or testing carried out by an RTITB accredited training provider.

If you would like further information or assistance, please contact your previous training provider, «Training_Site_1» on «Training_Site_Tel_1», or visit www.rtitb.co.uk/centresearch or call RTITB on 01952 520200 (option 2).

Kind Regards,
The NORS Team

2 ROYAL MAIL
POSTAGE PAID GB
HQ 35596

«First_Name» «Surname»
«Address_1»
«Address_2»
«Address_3»
«Town»
«County»
«Postcode»

RTITB

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RENEWAL OF INSTRUCTOR OPERATOR QUALIFICATIONS (CPD)

Registration on NORS lasts for a period of 3 years.

Instructors will be notified, via post, of the need to renew their NORS registration approximately 6 months prior to the date of expiry.

In order to renew their current NORS operator registration, instructors will need to provide one of the following for each machine type to be re-registered:

- Verified copy of a Certificate of basic training issued within the last 3 years (See page 24 for the covering application form)
- Evidence of Continuous Professional Development (CPD)

Re-registration will last for 3 years. **Please note that if the renewal information is not received 10 working days before expiry, or if it is received after expiry, there will be a gap in your registration which could affect your ability to make NORS applications.**

There are 2 options available for re-registration:

- Re-registration and Photo ID Card - £11.65 + VAT
- Re-registration only - £5.20 + VAT

Please note payment for re-registration must accompany the renewal information.

Instructors can also attend a refresher training course at any RTITB accredited organisation who will then submit a NORS application in the normal way.

The Continuous Professional Development (CPD) Statement

The CPD statement is made using the form on page 29. The statement must be signed by a principal officer of the organisation for which the instructor works. Alternatively, if the instructor is a sole trader the statement must be signed by a customer. The instructor should not sign both sections.

The most common forms of maintaining CPD are as follows:

- Testing conducted by an RTITB accredited training provider
- Current authorisation to operate issued by a principle officer of an organisation for whom the instructor has provided training (current means issued in the last 12 months immediately preceding the NORS registration expiry date)
- Reports of 'Check Testing' by senior instructors carrying out audits of training provision involving the practical use of a lift truck/machine, usually as part of ISO and quality procedures
- Carrying out training on truck/machine type in the 3 years immediately preceding the NORS registration expiry date

If the instructor is not linked with an accredited organisation then they will need to send paper evidence of the above for our records.

If you believe you may have other forms of valid evidence, please contact the NORS Team on 01952 520200 (Option 2) or email NORS_team@rtitb.co.uk for guidance prior to making an application.

A completed example of the CPD form appears on page 30.

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Type of registration required: Registration & ID Card £11.65 + VAT ☐ Registration only £5.20 +VAT ☐

Email: NORS_team@rtitb.co.uk
Fax: +44(0)1952 520201

NORS

RTITB SETTING THE STANDARD

V3.04.14

Personal Information Title: Last Name: First Name(s):
Address: Town:
County: Country: Post Code: D.O.B: / / Telephone:
Mobile: Email: RTITB Reg Number:

Details of Continuous Professional Development

Name of organisation's principal officer providing a CPD statement: Position:
Name of organisation providing CPD statement:
Contact email: Contact telephone:

Truck/Machine Type	Model	Date inital certificate of basic training issued	Date last used / operated	Venue name & address where machine last used	How CPD has been maintained

Carefully read the declaration below before signing

I confirm that the above CPD statement is accurate and that dates of use can be verified by reference to training provision records, which will be made available for inspection on request. I understand that false declaration may result in removal of RTITB registration and/or accreditation and notification to the HSE.

Principle office signature: Date: Instructor signature: Date:

I Enclose ☐ Payment as detailed below (applications must include a valid form of payment) ☐ 1 passport style and size photograph

Payment Information ☐ I enclose a cheque made payable to ☐ I enclose a postal order made payable to RTITB ☐ Invoice to RTITB account no.

☐ I wish to pay by credit/debit card (please write a contact telephone number for us to contact you on to take payment or visit www.rtitb.co.uk/assist and click "other products" then select NORS application to register instructors operator qualifications)

Complete and return to: RTITB, Access House, Halesfield 17, Telford, TF7 4PW

RTITB would like to keep customers informed of their products and services by email and post and/or telephone. Please write to RTITB at the address above if you specifically do not want to receive this information. RTITB will not pass your email address to third parties for marketing purposes, but may from time to time make your name, postal address, and/or telephone number available to carefully screened companies whose products we believe may be of interest to you. However, if you specifically do not want your details passed to third parties please tick here. ☐

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Type of registration required: Registration & ID Card £11.65 + VAT [X] Registration only £5.20 +VAT [ ]

Email: nors_team@rtitb.co.uk

NORS

RTITB ACCREDITED SETTING THE STANDARD

V3.04.14

Personal Information

Title: Mr | Last Name: Bloggs | First Name(s): Billy

Address: 1 The Street, Street Paddocs | Town: Happyville

County: Somewhere | Country: UK | Post Code: TW1 1TW | D.O.B: 28 / 01 / 1981 | Telephone: 01234 123456

Mobile: 01234 123456 | Email: someone@somewhere.co.uk | RTITB Reg Number: 123456789

Details of Continuous Professional Development

Name of organisation's principal officer providing a CPD statement: Mrs Angela Nobody | Position: Training Manager

Name of organisation providing CPD statement: Build me materials

Contact email: anobody@buildme.co.uk | Contact telephone: 09876 543210

Truck/Machine Type	Model	Date inital certificate of basic training issued	Date last used / operated	Venue name & address where machine last used	How CPD has been maintained
Rough terrain telescopic handler	JCB5265	01.05.10	07.02.13	Build me materials, 1 Town Lane, Streetsville, SS1 1SS	Authorisation to operate issued for purpose of conducting basic operating training for 2 novice operators
Reach truck	Linde R14	28.06.11	14.01.13	Build me materials, 1 Town Lane, Streetsville, SS1 1SS	Authorisation to operate issued for purpose of conducting basic operating training for 1 refresher operator
Narrow aisle man-up	Lansing Bison	25.11.01	25.01.13	RTITB accredited centre, Accred Lane, Accredtown, AT1 1TA	Did pre-use associated knowledge and practical test on this date. No training undertaken.

Carefully read the declaration below before signing

I confirm that the above CPD statement is accurate and that dates of use can be verified by reference to training provision records, which will be made available for inspection on request. I understand that false declaration may result in removal of RTITB registration and/or accreditation and notification to the Accrediting Bodies Association.

Principle office signature: A Smith | Date: 31.09.13 | Instructor signature: B.Bloggs | Date: 31.09.13

I Enclose [ ] Payment as detailed below (applications must include a valid form of payment) [ ] 1 passport style and size photograph

Payment Information [ ] I enclose a cheque made payable to RTITB [ ] I enclose a postal order made payable to RTITB [X] Invoice to RTITB account no. RTI001

[ ] I wish to pay by credit/debit card (please write a contact telephone number for us to contact you on to take payment or visit www.rtitb.co.uk/assist and click "other products" then select NORS application to register instructors operator qualifications)

Complete and return to: RTITB, Access House, Halesfield 17, Telford, TF7 4PW

RTITB would like to keep customers informed of their products and services by email and post and/or telephone. Please write to RTITB at the address above if you specifically do not want to receive this information. RTITB will not pass your email address to third parties for marketing purposes, but may from time to time make your name, postal address, and/or telephone number available to carefully screened companies whose products we believe may be of interest to you. However, if you specifically do not want your details passed to third parties please tick here. [ ]

Complete and return to:
RTITB,
Access House,
Halesfield 17,
Telford,
TF7 4PW

Complete and return to:
Email: nors_team@rtitb.co.uk

ID Card/Certificate Request Form

V3.04.14

I would like to request the following:

ID card £7.75 +VAT ☐ Certificate £7.75 + VAT ☐ ID card and certificate £9.95 + VAT ☐

(Please note the above prices are applicable for a maximum of 5 machine types, if you require an ID card or Certificates for over 5 machine types the price will be £10.95 +VAT)

Personal Information

Title:

Last Name: First Name(s):

Telephone: E-mail:

Address:

Town:

County: Country:

Post Code: RTITB Reg Number:

Machine types:

Address to send ID Card/Certificate to: (only complete if different to above)

Address to send receipt to: (only complete if different to above)

I Enclose

☐ Payment as detailed below (applications must include a valid form of payment)

☐ 1 passport style and size photograph

Payment Information

☐ I enclose a cheque made payable to RTITB

☐ I enclose a postal order made payable to RTITB

☐ I wish to pay by credit/debit card (please write a contact telephone number for us to contact you on to take payment or visit www.rtitb.co.uk/assist and click "other products" then select NORS ID card, NORS Certificate or NORS ID Card + Certificate)

Complete and return to: RTITB, Access House, Halesfield 17, Telford, TF7 4PW

RTITB would like to keep customers informed of their products and services by email and post and/or telephone. Please write to RTITB at the address above if you specifically do not want to receive this information. RTITB will not pass your email address to third parties for marketing purposes, but may from time to time make your name, postal address, and/or telephone number available to carefully screened companies whose products we believe may be of interest to you. However, if you specifically do not want your details passed to third parties please tick here. ☐

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RTITB ACCREDITED
SETTING THE STANDARD

NORS

NORS MATRIX (Minimum Training Durations)

Below is the NORS Minimum Training Durations Matrix. If training does not meet these durations and has not been prior agreed by RTITB, the training may not be registered through NORS.

Please note we update the matrix from time to time and will post the new matrix on our website. We do not take responsibility for any training that does not meet the requirements of any updates.

Description	Status	Ratios & Hours			Reductions per course (hours)									
		3:1	2:1	1:1	1	2	3	4	5	6	7	8	9	10
Counterbalanced Lift Truck (LTG 1)	Novice	37.50	30.00	22.00	1.00	6.00	6.00	1.00	4.00	2.00	2.00			
	Existing	20.00	16.50	13.00	1.00	3.00	3.00	1.00	3.00	1.50	1.50			
	Refresher	7.50	6.25	4.50	0.50	1.00	1.00	0.50	2.00	1.00	1.00			
	Conversion to	15.00	11.25	7.50	1.00	3.00	3.00	1.00	2.00	1.00	1.00			
	Conversion B/B from reach to c/b	10.50	8.00	5.75	Only where organisations are specifically accredited & only for truck types specified									
Reach Truck (LTG 2)	Novice	37.50	30.00	22.00	1.00	6.00	6.00	1.00	4.00	2.00	2.00			
	Existing	20.00	16.50	13.00	1.00	3.00	3.00	1.00	3.00	1.50	1.50			
	Refresher	7.50	6.25	4.50	0.50	1.00	1.00	0.50	2.00	1.00	1.00			
	Conversion to	15.00	11.25	7.50	1.00	3.00	3.00	1.00	2.00	1.00	1.00			
	Conversion B/B from c/b to reach	10.50	8.00	5.75	Only where organisations are specifically accredited & only for truck types specified									
Pallet Truck (L/L) - Pedestrian Operated (LTG 4)	Novice	15.00	12.25	9.50							2.00			
	Existing	12.50	10.25	8.00							1.50			
	Refresher	7.00	5.75	4.75							1.00			
	Conversion to	4.50	3.25	2.50							1.00			
Pallet (E/L) Stacker Truck - Pedestrian Operated (LTG 4)	Novice	17.00	13.75	10.50	1.00	6.00	6.00	1.00	2.00		2.00			
	Existing	14.00	11.50	9.00	1.00	3.00	3.00	1.00	1.50		1.50			
	Refresher	7.00	5.75	4.75	0.50	1.00	1.00	0.50	1.00		1.00			
	Conversion to	6.25	4.50	3.00	0.50	0.50	0.50	0.50	1.00		1.00			
Pallet (H/L) Stacker Truck - Pedestrian Operated (LTG 4)	Novice	19.50	15.75	12.00	1.00	6.00	6.00	1.00	4.00	2.00	2.00			
	Existing	15.00	12.25	10.00	1.00	3.00	3.00	1.00	3.00	1.50	1.50			
	Refresher	7.00	5.75	4.75	0.50	1.00	1.00	0.50	2.00	1.00	1.00			
	Conversion to	7.00	5.75	4.75	0.50	0.50	0.50	0.50	1.00	1.00	1.00			
Rough Terrain Masted Lift Truck (LTG 5)	Novice	37.50	30.00	22.00	1.00		6.00	1.00	4.00	2.00	2.00	8.00		
	Existing	20.00	16.50	13.00	1.00		3.00	1.00	3.00	1.50	1.50	6.00		
	Refresher	7.50	6.25	4.50	0.50		1.00	0.50	2.00	1.00	1.00	4.00		
	Conversion to	15.00	11.25	7.50	1.00		3.00	1.00	2.00	1.00	1.00	4.00		
Rough Terrain Telescopic Handler (LTG 6)	Novice	37.50	30.00	22.00	1.00		6.00	1.00	4.00	2.00	2.00	8.00		
	Existing	20.00	16.50	13.00	1.00		3.00	1.00	3.00	1.50	1.50	6.00		
	Refresher	7.50	6.25	4.50	0.50		1.00	0.50	2.00	1.00	1.00	4.00		
	Conversion to	15.00	11.25	7.50	1.00		3.00	1.00	2.00	1.00	1.00	4.00		
Rough Terrain Articulated Lift Truck	Novice	37.50	30.00	22.00	1.00		6.00	1.00	4.00	2.00	2.00	8.00		
	Existing	20.00	16.50	13.00	1.00		3.00	1.00	3.00	1.50	1.50	6.00		
	Refresher	7.50	6.25	4.50	0.50		1.00	0.50	2.00	1.00	1.00	4.00		
	Conversion to	15.00	11.25	7.50	1.00		3.00	1.00	2.00	1.00	1.00	4.00		

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NORS MATRIX (Minimum Training Durations)

Description	Status	Ratios & Hours			Reductions per course (hours)									
		3:1	2:1	1:1	1	2	3	4	5	6	7	8	9	10
Industrial Telescopic Handler (LTG 7)	Novice	37.50	30.00	22.00	1.00	6.00	6.00	1.00	4.00	2.00	2.00			
	Existing	20.00	16.50	13.00	1.00	3.00	3.00	1.00	3.00	1.50	1.50			
	Refresher	7.50	6.25	4.50	0.50	1.00	1.00	0.50	2.00	1.00	1.00			
	Conversion to	15.00	11.25	7.50	1.00	3.00	3.00	1.00	2.00	1.00	1.00			
Pivot-steer Lift Truck (LTG 8)	Novice	37.50	30.00	22.00	1.00	6.00	6.00	1.00	4.00	2.00	2.00			
	Existing	20.00	16.50	13.00	1.00	3.00	3.00	1.00	3.00	1.50	1.50			
	Refresher	7.50	6.25	4.50	0.50	1.00	1.00	0.50	2.00	1.00	1.00			
	Conversion to	15.00	11.25	7.50	1.00	3.00	3.00	1.00	2.00	1.00	1.00			
Vehicle-mounted Lift Truck (LTG 10)	Novice	37.50	30.00	22.00	1.00		6.00	1.00	4.00	2.00	2.00	8.00		
	Existing	20.00	16.50	13.00	1.00		3.00	1.00	2.00	1.50	1.50	6.00		
	Refresher	7.50	6.25	4.50	0.50		1.00	0.50	2.00	1.00	1.00	4.00		
	Conversion to	15.00	11.25	7.50	1.00		3.00	1.00	2.00	1.00	1.00	4.00		
Multi-directional Lift Truck (LTG 11)	Novice	37.50	30.00	22.00	1.00	6.00	6.00	1.00	4.00	2.00	2.00			
	Existing	20.00	16.50	13.00	1.00	3.00	3.00	1.00	3.00	1.50	1.50			
	Refresher	7.50	6.25	4.50	0.50	1.00	1.00	0.50	2.00	1.00	1.00			
	Conversion to	15.00	11.25	7.50	1.00	3.00	3.00	1.00	2.00	1.00	1.00			
Narrow-aisle Man-up Lift Truck (LTG 12)	Novice	37.50	30.00	22.00					4.00	2.00				
	Existing	20.00	16.50	13.00					3.00	1.50				
	Refresher	7.50	6.25	4.50					2.00	1.00				
	Conversion to	15.00	11.25	7.50					2.00	1.00				
Narrow-aisle Man-down Lift Truck (LTG 12)	Novice	37.50	30.00	22.00					4.00	2.00				
	Existing	20.00	16.50	13.00					3.00	1.50				
	Refresher	7.50	6.25	4.50					2.00	1.00				
	Conversion to	15.00	11.25	7.50					2.00	1.00				
Order Picker - High Level (LTG 13)	Novice	37.50	29.00	20.50					4.00	2.00				
	Existing	22.50	18.75	15.00					3.00	1.50				
	Refresher	7.50	6.25	4.50					2.00	1.00				
	Conversion to	15.00	11.25	7.50					2.00	1.00				
Order Picker - Medium Level (LTG 13)	Novice	32.75	27.75	20.25					2.00					
	Existing	21.00	18.00	13.50					1.50					
	Refresher	7.50	6.25	4.50					1.00					
	Conversion to	15.00	11.25	7.50					1.00					
Order Picker - Low Level (LTG 13)	Novice	28.00	24.75	18.75										
	Existing	19.50	17.25	12.75										
	Refresher	7.50	6.25	4.50										
	Conversion to	15.00	11.25	7.50										
Sideloader (LTG 14)	Novice	37.50	30.00	22.00	1.00	6.00	6.00		4.00	2.00	2.00			
	Existing	20.00	16.50	13.00	1.00	3.00	3.00		3.00	1.50	1.50			
	Refresher	7.50	6.25	4.50	0.50	1.00	1.00		2.00	1.00	1.00			
	Conversion to	15.00	11.25	7.50	1.00	3.00	3.00		2.00	1.00	1.00			

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NORS MATRIX (Minimum Training Durations)

Description	Status	Ratios & Hours			Reductions per course (hours)									
		3:1	2:1	1:1	1	2	3	4	5	6	7	8	9	10
Tow Tractor - Pedestrian	Novice		22.50	15.00										
	Existing		15.00	11.25										
	Refresher		6.25	4.50										
	Conversion to													
Tow Tractor - Rider	Novice		22.50	15.00										
	Existing		15.00	11.25										
	Refresher		6.25	4.50										
	Conversion to													
Mobile Elevating Work Platform - Self Drive - Scissor Lift (LTG 16)	Novice	14.00	11.00	8.00										
	Existing	11.00	8.00	5.00										
	Refresher	7.50	6.00	4.50										
	Conversion to	11.00	8.00	5.00										
Mobile Elevating Work Platform - Self Drive - Articulated Boom (LTG 16)	Novice	14.00	11.00	8.00										
	Existing	11.00	8.00	5.00										
	Refresher	7.50	6.00	4.50										
	Conversion to	11.00	8.00	5.00										
Mobile Elevating Work Platform - Self Drive - Telescopic Boom (LTG 16)	Novice	14.00	11.00	8.00										
	Existing	11.00	8.00	5.00										
	Refresher	7.50	6.00	4.50										
	Conversion to	11.00	8.00	5.00										
Mobile Elevating Work Platform - Vehicle-Mounted - Scissor Lift (LTG 16)	Novice	14.00	11.00	8.00										
	Existing	11.00	8.00	5.00										
	Refresher	7.50	6.00	4.50										
	Conversion to	11.00	8.00	5.00										
Mobile Elevating Work Platform - Vehicle-Mounted - Telescopic Boom (LTG 16)	Novice	14.00	11.00	8.00										
	Existing	11.00	8.00	5.00										
	Refresher	7.50	6.00	4.50										
	Conversion to	11.00	8.00	5.00										
Vehicle-mounted Hydraulic Loader (LTG 17)	Novice	22.50	18.75	15.00										
	Existing	15.00	11.25	7.50										
	Refresher	7.50	6.25	4.50										
Lift Truck Safety Awareness (Managers & Supervisors) (LTG 31)	Certification	6.25												
	Recertification	6.25												
Industrial Truck Service Engineer	Certification	15.00												
	Recertification	7.50												

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NORS APPLICATION: MANDATORY DETAIL REQUIREMENTS PER MACHINE TYPE

The boxes shaded in grey are the information which must be present on the application form for the particular truck type (as well as control, make/model and energy).

Machine Type	Rated Capacity	Height	SWL	Load Centre	Radius
Counterbalance Lift Truck	■	■		■	
Reach Lift Truck	■	■		■	
Mobile Elevating Work Platform (MEWP) – Scissor Lift		■	■		
Mobile Elevating Work Platform (MEWP) - Articulated Boom		■	■		■
Mobile Elevating Work Platform (MEWP) – Telescopic		■	■		■
Electric Pedestrian Operated Pallet Stacker/Transporter Truck	■			■	
Multi Directional Lift Truck	■	■		■	
Sideloader	■	■		■	
Pivot Steer Lift Truck	■	■		■	
Rough Terrain Telescopic Handler	■	■		■	
Rough Terrain Masted Lift Truck	■	■		■	
Vehicle Mounted Lift Truck	■	■		■	
Hydraulic Lorry Loader			■		■
Very Narrow Aisle Man Up/Down	■	■		■	
DeMountable Container Handler		■	■		
Excavator	■				
Industrial Telescopic Materials Handler	■	■		■	
Utility Work Machine			■		
Container Handler	■	■		■	
Order Picker – Low Medium + High Level	■			■	

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DATA PROTECTION & NORS - GUIDANCE & INFORMATION

RTITB is registered under the Data Protection Act 1998, registration number Z4923730. The register entry describes, in general terms, the data being processed by RTITB. It contains the following purposes: staff administration, advertising, marketing and public relations, accounts and records, and licensing and registration. The latter purpose description includes the administration of licensing or maintenance of official registers. The data classes are education and training.

A potential issue arises if an accredited training provider completes the registration form, or registers an individual trainee online, without getting the explicit consent of the data subject (trainee/operator).

As a training provider it is probable that you have your own data protection registration and systems to deal with the situation previously described. However, on page 37 is a data consent register. Should you not have an existing form to record the consent of your trainees/operators to NORS data collection, then this form should be used.

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DATA PROTECTION & NORS - GUIDANCE & INFORMATION

National Operator Registration Scheme (NORS) Data Consent

Introduction

The handling of personal data has to comply with legal requirements covering such things as the way in which this information is acquired, how it is processed and the extent to which it is disclosed or transferred to others.

Your explicit consent is required to the gathering of your personal data. RTITB does not transfer information to countries outside the European Economic Area, nor will we provide your information to third parties for marketing purposes. RTITB requires confirmation of consent from individuals who have been trained by RTITB accredited or approved training providers, in respect of personal information being placed on the National Operator Registration Scheme (NORS) database.

NORS is a centralised registration and certification system for lift truck operators and other mechanical handling equipment drivers. Your consent is required for the training providers to gather data about you. Please note that the NORS database is not open to viewing by the public, only to those RTITB accredited or approved organisations that have been provided with the necessary user name and security password. Personal and training details are forwarded to RTITB for entry to the database by accredited or approved training providers, by post, fax, email, or via the RTITB web based online registration system (extranet). Only those training organisations that have trained you and RTITB have the capability of viewing the personal information you consent to provide.

Important please read carefully

Before signing the consent register below please take the time to read the list of details which will be provided to RTITB on your behalf. If you object to any of the details being provided to RTITB please discuss this with your accredited training provider. Not all of the details are mandatory, only those marked with an asterix. If you do not wish to provide the mandatory information it will not be possible for RTITB to enter your name to the NORS database or for you to receive certification recognised by RTITB.

Confirmation of Consent

I agree to having the details listed below entered on the NORS database, for a period of 3 years, unless I subsequently withdraw my consent in writing to RTITB. I agree to my details being disclosed to present or prospective employers, for legal reasons and to enable RTITB to remind me when my registration is due for renewal. I understand the data I have agreed to provide will be used in accordance with the relevant legislation, including the Data Protection Act 1998.

> Title*	> Full Name*	> Address* (this need not be your home address, but an address you wish to have correspondance sent to)	> Telephone No
> Date Of Birth*	> Email Address	> Earlier Registration No (if registered under another course)	> Machine Type*
> Course Title*	> Location of Course*	> Start & End Date of Course*	> Test Date*
> Duration of Training*	> Attachments Used on Equipment*	> Test Score*	> Number of Test Attempts*
> Restrictions Applied* (if applicable)	> Photograph* (only applies to options 1 & 3)		*Mandatory Information

Consent Register

Full Name (Please print)	Date of Birth	Signature	Date

MIXED COURSE GUIDANCE

Following consultation with a broad range of our customers, RTITB has produced revised criteria to cover the application of 'mixed type' courses e.g Novice & Existing etc.

If you are planning to run a mixed ability course and are unclear/unsure in any way about what you need to do in order to meet the requirements of RTITB accreditation you are urged to contact us in advance of the course commencing. This will enable us to give you the required guidance and ensure NORS applications can be processed.

This criteria has been produced to assist accredited organisations in the smooth and cost effective running of their lift truck operator courses, whilst still maintaining the standards of RTITB accredited training.

RTITB have produced two scenarios to cover the application of different types of accreditation, as detailed below.

Any NORS applications submitted not complying with this critera may be returned unprocessed.

The National Operator Registration Scheme has identified an area of training that requires clarification. Accredited training organisations have been organising courses of mixed types, e.g. Novice & Existing and Novice and Refresher. This has been an accepted practice for many years, particularly where numbers attending specific type courses are limited. Under normal circumstances, provided that training durations are not reduced and training ratios are not exceeded, this practice is acceptable. However, it is necessary to follow these guidelines to ensure candidates are not unduly disadvantaged within this scenario.

For each scenario listed below it is imperative that the duration applied should be in line with the maximum ratio of candidates attending at any stage of the course ie two novices with one experienced operator on a Counterbalance course dictates that the novices will have to attend 37.5 hours and experienced operators will have to attend 20 hours

Scenario 1. Organisations with In-Centre Accreditation

Due to the requirements for practical training sessions for mixed courses, it has been decided, following extensive investigation and customer feedback, that those organisations with In-Centre accreditation and meeting the criteria below can run mixed courses in the following way.

- The training centre facilities must allow for the setting up and conduct of two or more practical training sessions at any one time.
- There must be exclusive availability of two or more RTITB registered instructors available for the conduct of practical training sessions.
- Where the incompatibility of the skill levels is evident between the different types of candidate at the outset of the course, the second instructor should be utilised to aid and assist until there is parity in operator ability. Only at this stage should the second instructor pass the trainee(s) into the initial course. It is the lead instructors responsibility to ascertain at which stage (day) trainee(s) are integrated into the initial course

NORS applications can only be accepted where it is known that the training provider meets the above requirements and that a second Instructor name and Registration Number is clearly listed on the application, together with the dates of training provided by that Instructor.

The example given overleaf works on the basis that the training is provided within a RTITB accredited In-Centre facility which allows for the setting up and conduct of two or more practical training sessions and that there is exclusive availability of two or more RTITB registered Instructors to conduct practical training sessions.

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Example of Novice/Experienced Mixed Timetable 1
(Organisations with a Dedicated Training Facility)

	Monday	Tuesday	Wednesday	Thursday	Friday
Candidate Type	Novice 1 with Instructor 1	Novice 1 with Instructor 1	Novice 1 with Instructor 1	Novice 1 with Instructor 1	Novice 1 with Instructor 1
	Experienced 2 with Instructor 2	Experienced 2 with Instructor 2	Experienced 2 Joins Novice Course with Instructor 1	-	-

Novice Operators will require 37.5 hours of Instruction
Experienced Operators will require 20.0 hours of Instruction

Should you have a scenario that is not reflected either in the guidance given or in the sample timetables provided, please contact the NORS Team in the first instance to discuss and agree on a suitable course proposal prior to running mixed courses.

Tel: 01952 520200 (option 2)
E-mail: nors_team@rtitb.co.uk .

Scenario 2. Organisations without Accreditation of a Dedicated Training Centre (Customer Premises/In-House)

Due to the ever changing nature of practical training environments where training is provided in-house or on customer premises, it is not possible to guarantee the availability of either a second Instructor or a suitable practical training area to meet the requirements of a dedicated training centre. Therefore it cannot be acceptable to mix existing, refresher or novice course members on the first two days. The following guidance timetables are provided to assist in preparing candidates and Instructors for their respective course.

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Novice/Experienced, Existing Mixed Timetable 1

	Monday	Tuesday	Wednesday	Thursday	Friday
Candidate Type	Novice 1	Novice 1	Novice 1	Novice 1	Novice 1
	-	-	Experienced 2	Experienced 2	Experienced 2

Novice operators will require 37.5 hours Instruction
Experienced operators will require 20.0 hours Instruction

Novice/Experienced, Existing Mixed Timetable 2

	Monday	Tuesday	Wednesday	Thursday	Friday
Candidate Type	Novice 1	Novice 1	Novice 1	Novice 1	-
	-	-	Experienced 1	Experienced 1	-

Novice operators will require 30.0 hours Instruction
Experienced operator will require 16.5 hours Instruction

Novice/Experienced, Existing Mixed Timetable 3

	Monday	Tuesday	Wednesday	Thursday	Friday
Candidate Type	Novice 2	Novice 2	Novice 2	Novice 2	Novice 2
	-	-	Experienced 1	Experienced 1	Experienced 1

Novice operators will require 37.5 hours Instruction
Experienced operator will require 20.0 hours Instruction

Novice/Conversion Mixed Timetable 1

	Monday	Tuesday	Wednesday	Thursday	Friday
Candidate Type	Novice 1	Novice 1	Novice 1	Novice 1	-
	-	-	Conversion 1	Conversion 1	-

Novice operators will require 30.0 hours Instruction
Conversion operators will require 11.25 hours Instruction

Novice/Conversion Mixed Timetable 2

	Monday	Tuesday	Wednesday	Thursday	Friday
Candidate Type	Novice 1	Novice 1	Novice 1	Novice 1	Novice 1
	-	-	Conversion 2	Conversion 2	-

Novice operators will require 37.5 hours Instruction
Conversion operators will require 15.0 hours Instruction

Novice/Conversion Mixed Timetable 3

	Monday	Tuesday	Wednesday	Thursday	Friday
Candidate Type	Novice 2	Novice 2	Novice 2	Novice 2	Novice 2
	-	-	Conversion 1	Conversion 1	-

Novice operators will require 37.5 hours Instruction

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Conversion operators will require 15.0 hours Instruction

Novice/Refresher Mixed Timetable 1

	Monday	Tuesday	Wednesday	Thursday	Friday
Candidate Type	Novice 2	Novice 2	Novice 2	Novice 2	Novice 2
	-	-	Refresher 1a	Refresher 1b	Refresher 1c

Novice operators will require 37.5 hours Instruction
Refresher operators will require 7.5 hours Instruction

Novice/Refresher Mixed Timetable 2

	Monday	Tuesday	Wednesday	Thursday	Friday
Candidate Type	Novice 1	Novice 1	Novice 1	Novice 1	Novice 1
	-	-	Refresher 2a	Refresher 2b	Refresher 2c

Novice operator will require 37.5 hours Instruction
Refresher operators will require 7.5 hours Instruction

Novice/Refresher Mixed Timetable 3

	Monday	Tuesday	Wednesday	Thursday	Friday
Candidate Type	Novice 1	Novice 1	Novice 1	Novice 1	-
	-	-	Refresher 1	-	-

Novice operator will require 30.0 hours Instruction
Refresher operators will require 6.25 hours Instruction

Experienced, Existing/Conversion Mixed Timetable 1

	Monday	Tuesday	Wednesday	Thursday	Friday
Candidate Type	Experienced 2	Experienced 2	Experienced 2	-	-
	-	Conversion 1	Conversion 1	-	-

Experienced/existing operators will require 20.0 hours Instruction
Conversion operators will require 15.0 hours Instruction

Experienced, Existing/Conversion Mixed Timetable 2

	Monday	Tuesday	Wednesday	Thursday	Friday
Candidate Type	Experienced 1	Experienced 1	Experienced 1	-	-
	-	Conversion 2	Conversion 2	-	-

Experienced/existing operators will require 20.0 hours Instruction
Conversion operators will require 15.0 hours Instruction

Experienced, Existing/Conversion Mixed Timetable 3

	Monday	Tuesday	Wednesday	Thursday	Friday
Candidate Type	Experienced 1	Experienced 1	-	-	-
	-	Conversion 1	Conversion 1	-	-

Experienced/existing operators will require 16.5 hours Instruction
Conversion operators will require 11.25 hours Instruction

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Experienced, Existing/Refresher Mixed Timetable 1

	Monday	Tuesday	Wednesday	Thursday	Friday
Candidate Type	Experienced 2	Experienced 2	Experienced 2	-	-
	-	-	Refresher 1	-	-

Experienced/existing operators will require 20.0 hours Instruction
Refresher operators will require 7.50 hours Instruction

Experienced, Existing/Refresher Mixed Timetable 2

	Monday	Tuesday	Wednesday	Thursday	Friday
Candidate Type	Experienced 1	Experienced 1	Experienced 1	-	-
	-	-	Refresher 2	-	-

Experienced/existing operators will require 20.0 hours Instruction
Refresher operators will require 7.50 hours Instruction

Experienced, Existing/Refresher Mixed Timetable 3

	Monday	Tuesday	Wednesday	Thursday	Friday
Candidate Type	Experienced 1	Experienced 1	-	-	-
	-	Refresher 1	-	-	-

Experienced/existing operators will require 16.5 hours Instruction
Refresher operators will require 6.25 hours Instruction

Conversion/Refresher Mixed Timetable 1

	Monday	Tuesday	Wednesday	Thursday	Friday
Candidate Type	Conversion 2	Conversion 2	-	-	-
	-	Refresher 1	-	-	-

Conversion operators will require 15.0 hours Instruction
Refresher operators will require 7.5 hours Instruction

KEY POINTS

- Accredited organisations wishing to mix candidates with a pre-existing course loading must always ensure it is done as late as possible within the course programme to allow the pre-existing candidates to gain the all important key skills without interruption.
- Durations must always be in line with the stipulated maximum course loading e.g. one novice would only normally require 22 hours of instruction. However, if you add two further candidates of any course type this will make the course ratio 3:1:1, in turn raising the duration for the novice candidate to 37.5 hours
- Maximum ratios must never be exceeded
- Certain scenarios are not included within the mixed course guidelines due to the nature of the course content and the minimal duration available for completion e.g. one conversion would require 7.5 hours as would two refreshers added to the course. However, the content of the conversion course for the one candidate is not on a par or equal to that which a refresher would require within the same period of time.

Should a scenario that is not reflected either in the guidance given or in the sample timetables provided, please contact the NORS Team **nors_team@rtitb.co.uk or 01952 520200 (option 2)** in the first instance to discuss and agree a suitable timetable **prior to running mixed courses.**

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SETTING THE STANDARD

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